

VACANCY ANNOUNCEMENT

(Announcement Number: 11-40)

The American Embassy in Kathmandu is seeking an individual for the position of Customer Support Supervisor.

OPEN TO: All Interested Candidates

POSITION: Customer Support Supervisor

OPENING DATE: September 28, 2011

CLOSING DATE: October 12, 2011

WORK HOURS: Full-time; 40 hours/week

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

BASIC FUNCTION OF THE POSITION

The incumbent supervises and coordinates a wide range of general customer support activities. The incumbent serves as logistics support person and events coordinator for all official events to include logistical arrangements for workshops, training, seminars, and receptions. The incumbent serves as the primary point of contact for hotel arrangements and other general customer support requirements of official visitors. The incumbent supervises the activities of a team of employees engaged in customer service activities.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of Higher Secondary School is required.
2. At least three years of experience in customer support function is required. Two years of supervisory experience is required.
3. Level IV (Fluent) of speaking/reading/writing English is required. Level IV (Fluent) of speaking/reading/writing Nepali is required.
4. Good knowledge of various customer service contacts (hotels, conference centers, etc) in Kathmandu and throughout Nepal is required. Good knowledge of office automation equipment is required.
5. Excellent interpersonal, problem solving, organizational, and leadership skills are required. The ability to use various Windows-based computer applications such as MS Word, MS Excel, MS Outlook, and Power Point is required.

TO APPLY

Interested applicants must submit Application for Employment as a Locally Employed Staff (DS-174) or a current resume or CV that provides all information as found in the DS-174, and copies of other documentation (e.g., certificates, awards, copies of education certificates) that address the qualification requirements of the position. The DS-174 can be downloaded from the US Embassy website: http://nepal.usembassy.gov/about_the_embassy/job-opportunities.html

SUBMIT APPLICATION TO (Please clearly mark your envelope as “Application for Customer Support Supervisor”)

Human Resources Office
G.P.O. Box 295
Kathmandu, Nepal

Or via email to our Recruitment Mailbox No. 1 at the following email address:
recruitktml1@state.gov

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

Also visit us at: http://nepal.usembassy.gov/about_the_embassy/job-opportunities.html